



Stephanie A. Deal
Treasurer

Update from the Treasurer's Office: We have been extremely busy here in the Treasurer's Office and want to share some of our successes:

- Bank reconciliations are up to date
- Treasurer reports for the Board are set up and becoming routine.
- New bill format has received a lot of positive feedback
- Continually improving processes to ensure reliability & accuracy of revenue data.
- Made use of several features in the current system that has improved accuracy & efficiency. The best example is processing mortgage company bills and payments using electronic files.

Collection Efforts: We are actively pursuing the collection of delinquent taxes. We have collected 97% of 2012 real estate taxes and 92% of 2012 personal property taxes. In order to properly support our community, everyone must pay their share. Please do not assume you have an unlimited amount of time to settle up on your taxes, we will initiate collection efforts following each due date. If you are unable to pay on time or have fallen behind on your taxes, it is important that you contact us to establish payment arrangements. Unpaid tax accounts may be subjected to the following collection tools which will result in additional fees:

- DMV Stop withholding – prevents the issuance of tags until taxes are paid
- Bank Lien – allows us to request funds directly from your bank account
- Wage Lien – allows us to request 100% of your take home pay
- Seizure of property – allows us to seize property
- Warrant – Allows us to be given judgment which can then impact your credit report
- Judicial Sale of Property – account is sent to the attorney to sell the property

Dog Tags: Please remember that dog tags should be purchased by January 31st each year.

A valid rabies certificate is required along with the appropriate fee:

Spayed or Neutered	\$ 5.00
Male or Female	10.00
9 Dog Kennel	30.00
20 Dog Kennel	40.00
More than 20	50.00

New Payment Option: We are excited to offer an online payment option for our debit and credit card users. This option is not fully integrated with our software at this time, but will allow you to pay by debit or credit cards via the internet. These transactions will incur a convenience fee of 3% or minimum of \$1. This fee is collected by a third party provider and is non-refundable.

To use this feature, you will need to:

- have your tax bills available
- go to our website at www.gcva.us
- click "Pay Online"

You will be asked to key in your name, address, account numbers, amounts to pay, contact information and typical credit card information. You will be given an opportunity to accept or reject the payment once the fees are calculated. We hope you enjoy this new feature. Please note this is a temporary solution until a full integration can be developed with our software provider.

Email Request: We would like to establish a database of taxpayer emails so we can begin to communicate changes and news to our taxpayers. If you are interested in receiving our updates, please send an email to Treasurer@gcva.us. Please type "Email Updates" in the subject line.

We will be sending out an email reminder two weeks before the December 5th due date.

This email is also available if you have ideas and suggestions for our office.

Thank you in advance.

New Real Estate Tax Rate

has been set at .72 per \$100 for 2013.

Most citizens will not experience an actual tax increase due to the drop in assessments. Some individuals and businesses will be impacted by the new rate.

Did you know that only the Commissioner of Revenue's office can make adjustments to the taxes you owe?

Please resolve any assessment or adjustment questions with them before making your payment. You can reach the Commissioner's office at 434-985-5211 to address any concerns.

Have you ever noticed the information provided on the back of the tax bill?

A large number of the calls we receive each year could be answered by this information. Please take a moment to review it and then call if your questions are unanswered.

Helpful Payment Tips

When mailing, or bringing your payment to the office or using the drop box:

- Please bring or send your payment stubs to make the payment process faster for everyone.
- Do not staple or tape your check to the payment stubs.
- Please feel free to combine your personal property & real estate taxes in one check. This will reduce our processing time. If you need to prepare separate checks, feel free to send them together in one envelope.
- Do NOT mail or leave cash in the drop box.
- Be sure to update your address with us to ensure timely delivery of your tax bills.
- Please keep your receipts in a safe place for tax time.

Paying by Credit/Debit Card:

- Pay online at www.gcva.us, click on "Pay Online"
- Pay by phone at 1-866-480-8552
- All Credit/Debit card payments will incur a 3% convenience fee or minimum of \$1.
- You will need account numbers & amounts to pay online or by phone.

Payments made using online banking:

- Must be postmarked by the due date.
- Allow sufficient processing time as provided by your bank service.
- Making an online bank payment on the due date will not be postmarked by the due date and will be charged penalty & interest.
- Be sure to list the account numbers you are paying.
- Provide a phone number to call if we have questions.

NORMAL WINDOW HOURS

8:30 a.m. – 4:30 p.m.
Monday through Friday

EXTENDED WINDOW HOURS

8:00 a.m. – 5:30 p.m.
Monday, June 3, 2013
Tuesday, June 4, 2013
Wednesday, June 5, 2013